

**EXAMINER'S AMENDMENT**

1. This action is a supplemental examiner's amendment.
2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Asmita Chande on Sep. 18, 2009.

The application has been amended as follows:

1. **(Currently Amended)** A method for automated handling of a service problem discovered and reported by a user of a wireless telecommunications device, comprising:  
~~employing at least one processor to execute computer executable instructions stored on at least one computer readable storage medium to perform the following acts:~~  
receiving identification information identifying the wireless telecommunications device;  
receiving information about system conditions associated with a problem relating to a service provided to the wireless telecommunications device, directly from the user of the wireless telecommunications device;  
requesting additional information about system conditions via a user interface based in part on decision tree logic to facilitate identification of a specific nature of the service problem;  
receiving the additional information via the user interface;

identifying a specific nature of the ~~service~~-problem based in part on an analysis of system condition data obtained from ~~at least one of~~ the received information and/or the received additional information, the analysis includes comparison of the system condition information to a database of known problems; and

automatically effecting a corrective action responsive to the specific nature of the ~~service~~-problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components that facilitate providing the service to the wireless telecommunications device, through execution of computer instructions that are communicated to the one or more network components.

**2. (Currently Amended)** The method as recited in claim 1, further comprising ~~the step of~~ prompting the user of the wireless telecommunications device to input the identification information.

**6. (Currently Amended)** The method as recited in claim 5, further comprising, automatically initiating a telnet session to connect to a switch and adjust one or more settings associated with the wireless telecommunications device through the connection.

**8. (Currently Amended)** The method as recited in claim 1, wherein the wireless telecommunications device and a the computer server communicate through a computer network.

**12. (Currently Amended)** A method that facilitates automated handling of a service problem upon the identification of a service problem by a user of a wireless telecommunications device, comprising:

employing at least one processor to execute computer executable instructions stored on at least one computer readable storage medium to perform the following acts:

receiving identification information identifying the a wireless telecommunications device;

receiving information about system conditions, associated with a problem relating to a service provided to the wireless telecommunications device, directly from the user of the wireless telecommunications device;

prompting the a user to input additional information about the a problem associated with the a service provided to the wireless telecommunications device via a user interface based in part on decision tree logic to facilitate identification of a specific nature of the service problem;

receiving the additional information in response to the prompt about system conditions associated with the service problem directly from the user of the wireless telecommunications device via the user interface;

identifying the specific nature of the service problem based in part on an analysis of system condition data obtained from the received information and the received additional information, the analysis includes comparison of by comparing the information about the service problem to a database of known problems; and

automatically effecting a corrective action responsive to the specific nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components that facilitate providing the service to the wireless telecommunications device, through execution of computer instructions that are communicated to the one or more network components.

**Claim 13:** replace "The computer readable medium" before "as recited in claim" with –  
The method– in line 1.

**Claim 14:** replace "The computer readable medium" before "as recited in claim" with –  
The method– in line 1.

**15. (Currently Amended)** ~~The computer readable medium~~ method as in claim 14,  
wherein said one or more network components are switches.

**Claim 16:** canceled.

**Claim 19:** canceled.

**Claim 21:** canceled.

**Claim 23:** canceled.

**22. (Currently Amended)** The method as recited in claim 1, further comprising ~~the~~  
~~step of~~ automatically determining identification information associated with at least one  
of the user or the wireless telecommunications device.

**24. (Currently Amended)** The method as recited in claim 1, wherein the computer  
instructions are preprogrammed fixes that are stored in a database and are responsive  
to the service problem.

**28. (Currently Amended)** The method as recited in claim 1, further comprising,  
providing the user<sub>1</sub> information associated with the settings of the one or more network  
components when identified that the system conditions are intentionally set.

**29. (Currently Amended)** The method as recited in claim 1, further comprising,  
connecting the user to a billing system when the specific nature of the service  
problem is identified as failure to pay a bill.

3. Claims 1-3, 5-9, 12-15, 22 and 24-30 are allowable over prior art of record.
4. The following is an examiner's statement of reasons for allowance:

The prior art of record does not teach neither singly nor in combination the limitations " identifying a specific nature of the service problem based in part on an analysis of system condition data obtained from of the received information and the received additional information, the analysis includes comparison of the system condition information to a database of known problems; and automatically effecting a corrective action responsive to the specific nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components that facilitate providing the service to the wireless telecommunications device, through execution of computer instructions that are communicated to the one or more network components" as in claims 1-3, 5-9, 12-15, 22 and 24-30.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to HUSSEIN A. EL CHANTI whose telephone number is (571)272-3999. The examiner can normally be reached on Mon-Fri 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571)272-4001. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Hussein Elchanti/  
Patent Examiner

Sep. 19, 2009